

Summary Overview of Customer Service and Support Call Centers

The Students Channel is divided into four main areas: (1) Customer Service and Support Call Centers, (2) Student Aid Awareness, (3) Application Processing, and (4) Student Credit Management. The Students Channel is responsible for providing aid awareness and service to potential and current borrowers and their families.

Primary Customers:

Customer Service and Support Call Centers

- Primary Customer: Potential Borrowers and Financial Aid Recipients
- Internal Partners: Operating Partners, SFA Offices supporting Contact Centers
- External Partners: Schools, Lenders, Guaranty Agencies, Credit Bureaus, Employers, etc.

Services Offered:

Customer Service and Support Call Centers

- Printing/Ed Pubs
 - Bulk distribution center
 - Student Guide
 - Free Application for Federal Student Aid (FAFSA)
- Operate/manage call centers to:
 - Respond to phone calls regarding program information and account inquiries, including:
 - Respond to requests for general information through the Federal Student Aid Information Center (FSAIC)
 - Respond to requests for the Free Application for Federal Student Aid (FAFSA) and related information
 - Provide technical assistance and support for FAFSA
 - Provide consolidation assistance
 - Respond to collections inquiries
 - Respond to collections correspondence
 - Determine who is handling the account for defaulted borrowers and refer to the Private Collection Agency (PCA)
- Compile and analyze customer contact data (i.e., complaint information and inquiry trend data)
- Identify and communicate service improvement opportunities

Operating Partner (Call Center Operations):

- NCS: FSAIC, FOTW, Editorial Services Center (ESC), Debt Collection System Information Center (DCSIC), and Ombudsman

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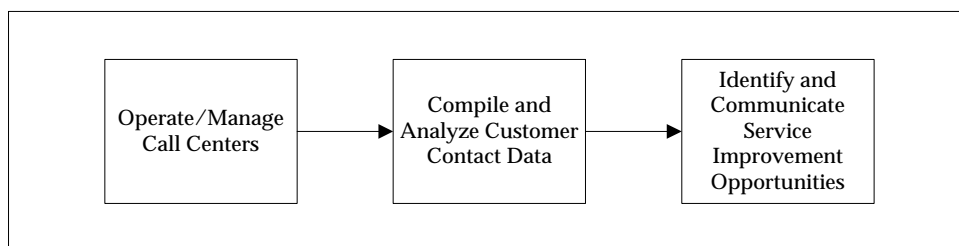
Location: Washington, DC

For more information on the individual information centers, hours of operation, phone numbers, fax, email, web sites, call volumes, and detailed process flows, please reference the CIC Operating Model.

Customer Service and Support Call Centers Process Flow Narrative:

Customer Service and Support Call Centers is responsible for responding to and managing incoming questions, request, and complaints in a timely fashion, collection information about customer preferences and satisfaction, and providing feedback as to patterns, trends, gaps in performance and opportunities within customer service.

Customer Service and Support Call Centers Process Flow



Information Sources:

Common Data Used

- Contact Center Statistics
- Contracts

Common Data Sources

- Operating Partners
- ACD Reports
- PIC log

Data Analysis Tools

- To be determined

Volumes

- FSAIC Annual Contact Volume: 6,608,638
- FSAIC Monthly Contact Volume: 550,720
- FOTW Annual Contact Volume: 3,887,675
- FOTW Monthly Contact Volume: 70,406
- Ombudsman Annual Contact Volume: 11,755
- Ombudsman Monthly Contact Volume: 980
- ESC Annual Contact Volume: 128,070
- ESC Monthly Contact Volume: 10,674
- DCSIC Annual Contact Volume: 1,151,504
- DCSIC Monthly Contact Volume: 79,084
- Overall PIC Annual Contact Volume: approximately 11.8 million
- Overall PIC Monthly Contact volume: approximately .9 million

Key Performance Indicators and Measurements:

- Not specified

Current Issues/GAPs:

- Not specified

Future Goals and Objectives:

- Not specified

Employee Information:

- FTE Ceiling 12/On Board 7

Other:

- N/A

Related Projects:

- Not specified

Sources Utilized:

- Contact Center Discovery Sessions
- Request for Organizational Approval Document
- SFA Management Interviews
- Students Channel Draft Staffing Pattern (as of 11/20/00)